

REDWOOD COMMUNITY ACTION AGENCY
Department of Finance
JOB ANNOUNCEMENT

JOB TITLE: Information Technology Coordinator
STATUS: 32 hours per week plus complete benefit package
PAY RATE: \$28.00 per hour
AVAILABLE: Immediately
DEADLINE: Open until filled/interviews will take place as we receive qualified candidates
REPORTS TO: Fiscal Director
FLSA STATUS: Non-exempt

APPLICATION PROCESS:

Required Employment Applications and instructions for submitting your application materials are available at www.rcaa.org/employment-opportunities a resume with your application is highly recommended.

PLEASE NOTE: Not all applicants will be selected for interviews. Only candidates selected for interviews will be contacted regarding their status. Late applications (if a deadline is listed), incomplete applications or resumes without applications will not be accepted.

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SUMMARY

Assists in the planning, implementation, and management of RCAA’s computer technologies, provides technological support and training, and responds/acts on upper-management direction. Serves as the main point of contact on all information technology-related matters for RCAA offices by performing the following duties.

MINIMUM QUALIFICATIONS

High school diploma or general education degree (GED), one to two years related experience and/or training, or equivalent combination of education and experience.

CERTIFICATES AND LICENSES

Valid California Driver's License

DUTIES AND RESPONSIBILITIES

- Works closely with RCAA's Managed Services Provider to maintain and administer technology-related environments including computer hardware, telecommunications hardware and software, systems software, applications software, and systems configuration;
- Manages network operations including troubleshooting connectivity problems, maintaining routers, assigning rights and access, resetting passwords, establishing e-mail addresses, and assessing/reporting operational status;
- Performs routine preventative maintenance on hardware and software;
- Is responsible for troubleshooting workstations, networks, and software applications;
- Assists staff in understanding and using technology;
- Resolves and/or escalates issues in a timely fashion;
- Keeps Division Directors and/or Executive Director well-informed of activities and recommends corrective actions;
- Works well with limited supervision, utilizing good judgement and decision making;
- Ensures and protects confidentiality and safety of the agency, employees, and clients;
- Ensures compliance with all software licensing agreements;
- Communicates respectfully with individuals of various cultures, ethnicities, philosophical views, backgrounds, income levels, and communication skills;
- Works with Division Directors to maintain the agency's web presence and email;
- Follows all RCAA policies as set forth in our handbook; and
- Performs other related duties as assigned.

OTHER REQUIREMENTS

- Must have means and capacity to perform job-related duties with personal vehicle and must have proof of current automobile insurance.
- Submit to pre-employment background check with acceptable results.
- Submit to pre-employment physical with evidence of satisfactory health and ability to perform physical requirements of the position.
- Proof of current (within one year) negative TB test, or willingness to obtain one.
- Maintain office casual dress code.

PHYSICAL REQUIREMENTS OF THE JOB

Work is performed in office settings. Hand-eye coordination and fine motor skills are necessary to operate computers and various types of office machinery. All of the job functions listed above involve, to a greater or lesser degree, the following physical demands: carrying, clear and complete speech, close vision, finger and hand dexterity, hearing and listening, lifting up to 50 lbs., sitting, touching, and walking.

*Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

NOTE FOR ALL APPLICANTS

- This job description should not be construed to imply that these requirements are the exclusive standards for the position. Incumbents may be required to follow instructions and perform other duties as required by their supervisor.
- This position is considered a “**safety-sensitive**” job and will be subject to RCAA’s “Substance/Alcohol Abuse” policy. This policy is included in the Policies and Procedures and a more detailed brochure is available from the Human Resources Department which further outlines the policy.
- RCAA is an “**Essential Business**” that continues to operate during unexpected events, such as: earthquake, natural disaster or a public health emergency. Thus, employees of RCAA are expected to continue to perform their jobs while taking all appropriate safety precautions.

BENEFITS

All fulltime positions come with a complete benefit package, which includes the following:

- Medical, dental and vision (minimal share of cost and must work at least 30+ hours per week)
** Health benefits become effective the first of the month following 30 days of employment
- 2 weeks paid vacation for year one, 3 weeks for year two, and 4 weeks for year five
- 12 days paid sick time per year
- 13 paid holidays and 1 personal day per year
- Employee Assistance Plan (EAP) paid for by the agency
- After one year of employment, RCAA contributes 3% of the employee's gross income to their 401(k) at no additional cost to the employee
- Part-time employees are eligible for paid vacation and sick time on a pro-rated basis depending on the number of hours worked. P/T employees may also be eligible for paid holidays dependent upon certain criteria in RCAA's paid holiday policy.

RCAA IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER